

Your UMP Neighborhood Provider Directory

2004 Plan Year

This directory lists the care systems that have contracted with Uniform Medical Plan (UMP) to participate in UMP Neighborhood for 2004, as well as affiliated providers and facilities. When you choose UMP Neighborhood as your health plan, you must enroll in one of these care systems. To receive the highest benefit level, you should seek care from those providers listed under your care system or the additional providers shown under “Other Health Care Services” in this directory.

Providers with more than one specialty are listed by their primary specialty only. Sub-specialties are not shown.

While we are committed to ensuring the accuracy of the directory information at the time of publication, changes in the network occur often and may not be reflected in this printed directory. Due to retirements, relocations, or for business reasons, providers and facilities affiliated with a particular care system may change during the plan year. For more current information on provider status, see the UMP Neighborhood online directory (updated monthly) at **www.umpneighborhood.com**, or call UMP Neighborhood Customer Service at 1-888-380-2822.

For information on how to change your care system during the year, please see page 4.

For information on network pharmacies, please see the *UMP Network Pharmacy Directory*,

which is available on the UMP Web site at **www.ump.hca.wa.gov** or by calling Customer Service at 1-800-762-6004.

This directory includes summary statements regarding your UMP Neighborhood coverage. Please remember that this information is not intended as a complete description of UMP Neighborhood requirements or benefits. Consult your *Certificate of Coverage* or the UMP Web site at **www.ump.hca.wa.gov** for important additional information. Although every effort has been made to ensure that the information included herein is accurate, the provisions of the *Certificate of Coverage* will govern in case of any discrepancy. This information is subject to review and may be modified at any time for any reason.

The UMP Neighborhood directory was prepared by the Washington State Health Care Authority (HCA). To obtain this publication in an alternative format, contact our Americans with Disabilities Act (ADA) Coordinator at 360-923-2805. TTY users (deaf, hard of hearing, or speech impaired, call 360-923-2701 or toll-free 1-888-923-5622).

If Medicare is your primary coverage, please refer to “UMP Neighborhood Provisions for Retirees on Medicare” in your *Certificate of Coverage*. UMP Neighborhood care systems and restrictions on out of state services may not apply to you.

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Introduction

Enrolling in UMP Neighborhood

In UMP Neighborhood, providers align themselves into small, customized networks called “care systems.” A care system includes physicians, clinics, hospitals, and other health care providers who work together to serve you.

When you enroll in UMP Neighborhood, you select the care system that best meets your needs. Each covered family member may choose a different care system. Remember, to receive the highest level of benefits, most types of medical services must be obtained through your selected care system.

Your care system offers a wide range of covered services and is the key to you and your family members receiving network coverage.

For certain types of providers, the large UMP PPO network is available to you no matter which care system you choose. You may directly access any of the UMP PPO network providers shown under “Other Health Care Services” in this directory, as well as other UMP PPO network providers of these same provider types in other Washington State counties, without a referral from a care system provider—and still receive the network benefit level for covered services.

For a complete list of provider types that may be accessed through the UMP PPO network, see the section on “Other Health Care Services” in your *UMP Neighborhood Certificate of Coverage*. To find UMP PPO network providers of these provider types in other counties, see the UMP PPO online directory at www.ump.hca.wa.gov or call UMP Neighborhood Customer Service at 1-888-380-2822. These provider types include:

- Behavioral health providers such as psychologists, psychiatrists, mental health counselors and social workers
- Chiropractors
- Durable medical equipment suppliers
- Massage therapists (must be UMP PPO network massage therapists and services require a written treatment plan from your clinician)
- Naturopathic physicians
- Optometrists
- Tobacco cessation program (“Free & Clear” is the only tobacco cessation program covered by UMP Neighborhood)

Please note: Some of the care systems list providers of the types shown above (such as behavioral health specialists) that are affiliated with or recommended by the care system. However, regardless of which care system you choose, you also have the option of self-referring to any of the providers listed under “Other Health Care Services.”

- Acupuncturists
- Ancillary facilities such as free-standing laboratories or radiology, home health or hospice agencies, ambulatory surgery centers and skilled nursing facilities

Obtaining Services

Each care system determines the providers and approach to care that will best serve its patients. For most services, you may self-refer to any provider in your care system. In other words, you do not need a referral if you receive covered services from specialists and other providers within your care system. There are exceptions for certain specific services, such as physical, occupational, speech, or massage therapy (which require a written treatment plan from your clinician), and others that require prior authorization by UMP. See the *Certificate of Coverage* for a list of specific services requiring prior authorization.

Beginning on the effective date of your coverage, services received from providers in your care system will be covered under the provisions of the *UMP Neighborhood 2004 Certificate of Coverage* (COC). You may obtain a copy of the COC by calling UMP Neighborhood Customer Service at 1-888-380-2822, or you may view it online at www.ump.hca.wa.gov.

When you schedule an office visit, let the clinic know you are a UMP Neighborhood enrollee and verify that your provider continues to serve your care system. The care system name is shown on your UMP Neighborhood identification card. Show this card when you arrive for your appointment.

If you need specialized care that is not available from the physicians and facilities in your chosen care system, your physician can refer outside of your care system. Your provider will need to notify UMP Neighborhood of this referral in order for the services to be paid as network benefits. Only urgent conditions and medical emergencies are covered outside of Washington State.

Network Benefits

Covered services received from health care providers within your care system or UMP PPO network providers listed under “Other Health Care Services” in this directory are considered “network” services—the highest benefit level available through the plan. You will also receive network benefits when your care system provider submits a referral notification—called a “Neighborhood Pass”—to UMP prior to sending you to a UMP PPO network provider outside of your care system. These referrals generally do not need to be preauthorized by UMP (see the COC for a list of services requiring preauthorization). However, UMP must be notified before you obtain services for you to receive the highest level of reimbursement.

Services received from health care providers in Washington State who are not in your care system or listed under “Other Health Care Services” will usually be considered “non-network” unless you have been referred by a care system provider. Your out-of-pocket costs will be higher if you self-refer to these providers.

Changing Your Care System Selection

If you need to change care systems during the plan year—for example, you want to obtain care at a clinic in a different care system—you can call Customer Service at 1-888-380-2822. Thirty days’ notice is required. If the care system you have selected is accepting new patients, your change will be effective the first of the month following the 30-day notice.

If you obtain care from a provider in a different care system without first changing your care system selection (or before the effective date of the change), covered services will be reimbursed at the lower, non-network rate.

Using the UMP Neighborhood Provider Directory

The *UMP Neighborhood Provider Directory* gives detailed information about the UMP Neighborhood care systems, and the providers and facilities they have chosen to include in their system. You can use the *Provider Directory* to find the health care providers that will best meet the needs of you and your family.

There are several ways to use the *Provider Directory* to locate a health care provider.

- To choose a care system that offers the health care providers you need, see the **Care System Listings** section.

- To find a provider that specializes in a certain type of care, check the **Specialists Index**.
- To find a particular physician, begin with the **All Physician/Provider Index**.
- If you want access to a particular hospital, review the **Hospital Index**.

*To view more current
information on provider status,
visit www.umpneighborhood.com*
